

Meditation as Tool for Efficient Human Performance

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Abstract—Human performance is physical ability and mental ability to complete given task according to agreed standards of efficiency, accuracy and completeness. Simply it is performance of human in any task, activity, field up to required standard. Meditation is an experience of relaxing the body, stabilizing the mind, and awakening the spirit. Meditation can also be called building brain muscles which make brain so powerful to fight against stress, anxiety, depression etc. It is also discovered that meditating for 20 minutes is equal to 1.5 hours of nap. Nap gives rest to all muscle and provides energy which is similar to meditation and this additional energy adds to human performance. Humans carrying out any work, any action needs brain power to focus on that which meditation offers them. Research was done on 10 BPO employees who practice meditation for 10 days and result shows that their happiness level increased, performance improved and stress was managed efficiently. Taking everything in account, meditation increases power of brain to handle more stress, more workload, and helps to focus on activity for longer hours. All this helps human to increase their performance and additionally, it also help them to fight back against many diseases.

Index Terms—Human performance, meditation, concentration

INTRODUCTION

Meditation has been proved to be an essential tool that helps in reducing stress, tension to great extent [1]. Today, modern world is under several stress, tension which give invitation to many diseases. Among various reasons, one of the reasons would be ignorance of exercise in their schedule of the day. Non-exercising schedule may be due to the lack of time in fast growing world but there is solution for every problem. Meditation is the same which roughly takes 15-20 minutes daily to show its positive result in physical and mental performance of human being. [2] Human performance, to much extent, can be improved through practice of meditation and past study has proved that meditators show improved memory for task they perform.[3] Meditation is one the tool which is effective in preventive and management of the stress hormones presence in human body and indirectly building human being strong to fight against the stress, workload and tension in their field. [4] Human performance is the mental and physical ability of

human depending upon the type of the job and meditation practices improves physical and mental strength of human so it is clear that there is direct link between meditation and human performance and hence meditation enhance, improve and boost the human performance. [5] On regular training, meditation can assist in building the consistent, insensible micro dimensions which can create distinguished constructive on physiological performance of human being. [6]

OBJECTIVE

This study was conducted to observe the effect of meditation on human performance in the field of call centers. Data was collected to know how far meditation is effective to increase the performance of BPO (business process outsourcing) employees and can it improve their physical and mental health?

METHODOLOGY

This Study Was Conducted And data was collected on 10 healthy employees between age of 20-30 years selected from call centers where selected employees perform meditation regularly in morning before going to their job and observation was recorded before and after meditation. People having past records of asthma, hypertension, jaundice, alcoholism, smoking was not included in study. [7] Level of happiness, no. of call attend efficiently, percentage of customer satisfy was checked and recorded.. No. of call efficiently attend was checked through telephone linked to telephones of selected 10 employees and efficiency of the call was observed. In the same way, it was also check that how many customers was satisfied with the employees and later on percentage was calculated. Level of happiness was checked by method of the questionnaire given to employees before and after meditation and according to their response, data was examined. For measurement of happiness, scale:

- 10 = yes in all answers of questionnaire
- 9 = yes in 9 questions of questionnaire
- 8 = yes in 8 questions of questionnaire
- 7 = yes in 7 questions of questionnaire
- 6 = yes in 6 questions of questionnaire
- 5 = yes in 5 questions of questionnaire
- 4 = yes in 4 questions of questionnaire
- 3 = yes in 3 questions of questionnaire
- 2 = yes in 2 questions of questionnaire
- 1 = yes in one question of questionnaire
- 0 = yes in none of the questions of questionnaire

RESULT AND DISCUSSION

In table 1, this is clear that meditation show its unbelievable results in 10 days by increasing level of happiness on average by 1.6. Level of consciousness means state of wakefulness, awareness and alertness at the time of work in which body is not asleep.

In table 2, table shows that how much calls are attend by BPO employees efficiently who work in morning shift of 7 a.m. to 2 p.m. On average, BPO employees attend 300 calls in 7 hours continuously with a small break of 30 minutes in between. It is clear from table that meditation increases their mental ability which help them to attend more calls efficiently.

Table 1: Level of happiness before and after meditation.

S.No	Level of Happiness		Differences
	Before Meditation	After Meditation	
1	6	7	1
2	5	7	2
3	7	8	1
4	6	7	1
5	6	8	2
6	5	6	1
7	4	6	2
8	7	9	2
9	4	6	2
10	3	5	2

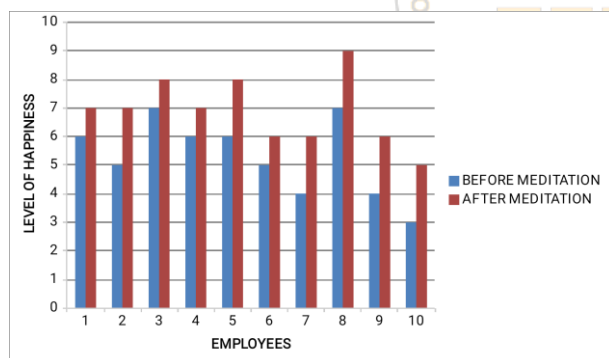


Fig. 1: Level of happiness before and after meditation.

Table 2: Showing no. of calls attend by employees efficiently before and after meditation.

S.No.	No. of Calls Attend Efficiently		Difference
	Before Meditation	After Meditation	
1	115	137	22
2	109	130	21
3	125	142	18
4	97	116	19
5	112	133	21
6	101	124	23
7	99	120	21
8	118	132	14
9	107	129	22
10	100	131	31

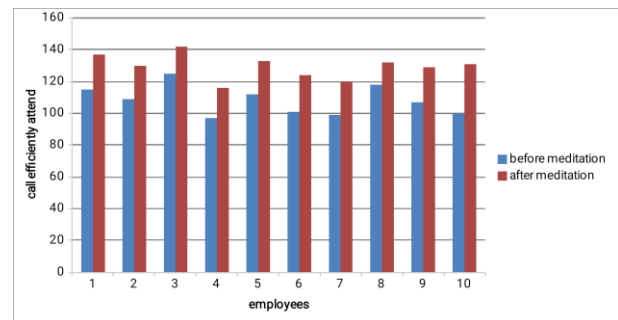


Fig. 2: No. of calls attend efficiently before and after meditation.

Table 3: Showing percentage of customers satisfied from employees before and after meditation.

S.No.	Percentage of Customers Satisfy		Difference
	Before Meditation	After Meditation	
1	56%	60%	4%
2	54%	59%	5%
3	49%	55%	6%
4	64%	70%	6%
5	42%	50%	8%
6	59%	67%	8%
7	65%	73%	8%
8	61%	68%	7%
9	55%	62%	7%
10	52%	60%	8%

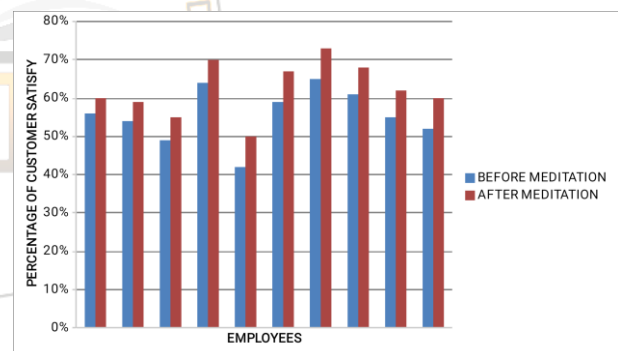


Fig. 3: No. of customers satisfied before and after meditation.

In the table 3, result has shown in percentage of number of customer satisfied with solution of the 10 selected employees. As, table clearly specify that after meditation, employees are now capable of satisfying more customers.

CONCLUSION

From the above results, it can be conclude that meditation is natural and less time consuming way to increase performance of human being. Meditation not only benefits mentally but also physically, emotionally and spiritually. Under a 2 week, it has shown amazingly admirable results in human performance and it can be say that they both positively related to each other. The selected employees performance was far better than non meditator employee. Human being in this competitive world are more prone to any type of diseases like hypertension, asthma, depression etc due

to their job, family, career responsibilities but meditation would decrease the risk of any diseases and make the man happy and a happy man work efficiently. In short, meditation keeps healthy, prevents multiple diseases and improves the performance in any task, physical or mental.

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QUESTIONNAIRE

Fill the above Questionnaire with Numbers 1, 2 And 3 Where

1: YES

2: NO

3: MAY BE

QUESTIONS	BEFORE MEDITATION	AFTER MEDITATION
ARE YOU HAPPY WITH WAY YOU ARE?		
DO YOU LIKE TO HANG OUT WITH PEOPLE?		
DO YOU FEEL MENTALLY ALERT?		
DO YOU ENJOY DOING YOUR JOB?		
DO YOU FEEL ENERGETIC ALL DAY?		
DO YOU FEEL THAT LIFE IS REWARDING?		
DO YOU WAKE UP FEELING RESTED?		
DO YOU FIND THINGS AMUSING?		
DO YOU FEEL THAT YOU ARE SATISFIED WITH YOUR LIFE?		
DO YOU ENJOY THE SMALL MOMENTS IN LIFE?		